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*This is not an advertisement.*

***“Automated Passport Control Kiosks”***

Miami-Dade County, Florida

RFP No. “TBD”

## **AUTOMATED PASSPORT CONTROL KIOSKS**

ISSUED BY MIAMI-DADE COUNTY:

Internal Services Department, Procurement Management Services Division  
for the  
Miami-Dade Aviation Department (MDAD)

COUNTY CONTACT FOR THIS SOLICITATION:

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**Date Posted: August 7, 2014**

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**SCOPE OF SERVICES**

**1.2 Introduction**

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Aviation Department (MDAD) is soliciting proposals for the purchase of Automated Passport Control (APC) Kiosks, capable of processing both international and domestic passengers to be located in designated United States Customs and Border Protection (CBP) areas throughout the Miami International Airport (MIA).

Proposers shall be experienced in providing APC Kiosks, software licenses, configuration, installation, and maintenance support services. The successful Proposer will be required to install, configure, implement, and train staff on the use of the new APC kiosks proposed and provide ongoing maintenance and support services throughout the resultant contract term

**2.2 Background**

Each year approximately 20 million international passengers enter the United States through MIA. The CBP currently processes passengers in person with a CBP agent or by an existing Automated Passport Control Kiosk. MDAD requires additional APC kiosks to be located in designated areas of MIA to automate processing and clearance times for arriving United States citizens and International passengers due to the continued and anticipated growth in international travel. MDAD and the CBP face multiple challenges to address extended processing and clearance times; it is anticipated that through the use of additional APC kiosks throughout MIA, the amount of time it takes for arriving passengers to clear customs will be reduced and the overall passengers experience will be improved.

**3.2 Current Operating Environment**

At MIA we have 36 total APC kiosks, 30 in CC D FIS and 6 in CCJ FIS. At CCD FIS MIA welcomes over 20,000 International Passengers daily with only 36% of those PAX able to use the APC Kiosks. Currently the APC Kiosks can process US Citizens, Canadian Visitors with V1 or B2 Visas and Visa Waiver Passengers who filed their ESTA (*Electronic System for Travel Authorization*) on-line and have been to the US since 2008. We are in the process of testing the LPR (Legal Permanent Resident) Passengers and expect that to go on-line by the end of August 2014. In 2012 MIA closed the EFIS due to CBP staffing shortages but will be looking to deploy kiosks there when CBP releases the software to process all International Arriving Passengers, hopefully before 2016. In CCJ MIA welcomes approximately 7,500 passengers daily with approximately 25% of those being eligible to use the APC Kiosk. The Operations and Maintenance of these 36 kiosks is not part of this solicitation.

**4.2 APC Kiosk Hardware and Software Requirements**

The selected Proposer must fully satisfy at a minimum all performance specifications for APC Kiosks as contained in the U.S. CBP *Automated Passport Control Service Technical Reference Manual* (Version 2, Document Number 3209000-TFM v2) in *Appendix G* and the U.S. CBP *Automated Passport Control: Business Requirements* (Version 12, July 2013) in *Appendix F “CBP Documents”*.

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Additionally, each APC kiosk provided to MDAD shall include:

- Touch screen technology, printer, passport reader, camera, biometric fingerprint and other scanning devices, and all other peripherals integrated into a sturdy floor standing design that complies with CBP APC requirements and the Americans with Disabilities Act (ADA) handicap accessibility requirements.
- Kiosks shall be modular and scalable in design to support optional functionality.
- All hardware and software provided shall be in strict compliance with the above mentioned CBP documents and shall be able to comply with later versions of these specifications as they become available.
- MDAD reserves the right to add additional kiosks and/or locations at MIA or additional MDAD facilities throughout the term of this contract including any option-to-renew period(s). Additional kiosks must be consistent and compatible with all previous units provided. The successful Proposer shall also provide warranty documentation, inclusive of the warranty period and process for warranty services.

**4.4.1 APC Kiosk Hardware Requirements**

In addition to the CBP technical and business requirements listed above, the selected Proposer shall include the following hardware components for each APC Kiosk including but not limited to:

- Min 15" Touch Screen
- Radio Frequency Identification (RFID) Reader
- Report Server and Printer
- Lockable Maintenance Access Panel to the Kiosk and the Base
- Method to secure the kiosk (base) to the floor
- Kiosk must include status lights on the unit that are easily identified
- ADA compliant including a forward facing headphone jack
- Ability to provide audible alerts (.wav files)
- Network connectively (including CBP required interface)
  - The selected Proposer shall provide and maintain a secure interface with CBP for APC in compliance with the CBP Documents and approved by MDAD.

**4.4.2 APC Kiosk Software Requirements**

The selected Proposer shall deliver and maintain all software and data interface requirements according with all of the CBP Interface Control Document (ICD) as amended. The selected Proposer shall provide a Kiosk Management Software (KMS) module for monitoring all kiosk activity, diagnostics, and testing through a single interface. The KMS shall be accessible by authorized users including MDAD technical support staff. The KMS shall provide a printer paper stock level and paper jam notification, kiosk online operational and offline inoperable notification to the MDAD Help Desk. The KMS must be able to generate exportable reports indicating kiosk usage, operating status, and other useful information to provide efficient technical support of all kiosks.

Additionally, the following software components are required including but not limited to:

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- CBP APC Phase 1, 2, and 3
- APC kiosks shall include a perpetual license provided to MDAD for an unlimited number of kiosks
- Facial Recognition Software
- Paper monitoring software to notify staff when paper is low or needs to be changed.
- Kiosk status and usage monitoring must be available remotely on a desktop and/or a tablet via android or IOS platform
- All SSL security licenses must be provided by the selected Proposer on behalf of MDAD inclusive within the proposed price for the length of the contract. All Interfaces through the MDAD networks shall be in compliance with MDAD standards.
- All GUI designs for touch screen interfaces / images shall be included within the proposal and approved by CBP and MDAD
- Other required screen images include, but are not limited to:
  - Not in Service (“Sorry”) statement when the kiosk is not operational, has no access to APC applications or is experiencing other technical errors.
- Reporting function (provided daily, weekly, monthly, and annual in Microsoft Excel and other MDAD approved formats)

**5.2 MDAD’s Role and Responsibility**

MDAD will be responsible for providing the following to the selected Proposer:

- Data and power connectivity to each individual APC location(s)
- Modifications to the flooring to allow for kiosk installation and cable routing
- Assistance and support of network connectivity, implementation and setup
- On-site technical support staff for coordination of testing and setup (the successful Proposer must perform actual setup and testing)
- On-site secure storage for kiosks and vendor equipment at the time of delivery and during installation. Storage will also be provided for consumable materials
- MDAD can provide office space for rent to the successful proposer as needed

**2.6 Implementation Services to be Provided**

The selected Proposer shall be responsible for providing on-site installation, integration, software implementation, and configuration services for all components of the APC Kiosks purchased under the resultant contract. The selected Proposer shall be responsible for installation, calibration, and testing the Kiosks and insuring proper functionality prior to launching in the production environment. The selected Proposer must perform all implementation/installation services in accordance with applicable laws, ordinances, rules, and regulations and in accordance with the appropriate CBP Documentation. All implementation services shall be coordinated through the authorized MDAD project manager.

APC Kiosks shall be installed in specific locations within existing CBP inspection facilities located within MIA and as directed and approved by the MDAD staff, MDAD’s contracted technical support staff and CBP officials. MDAD shall order the APC Kiosks in phases based on need, and provide the selected Proposer with the information as to the location.

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Although it is anticipated that approximately, one hundred and forty-four (144) APC Kiosks may be required in the resultant contract term; Proposers are advised that these are estimated quantities and not a guarantee.

Upon notification from MDAD as to the number of APC Kiosks and locations identified, the selected Proposer shall submit to MDAD a detailed work plan and schedule for all work, on-site testing, and installation. APC kiosks shall be installed, tested, and fully operational in compliance with CBP Technical and Business Requirements within 30 days after receiving a Notice to Proceed from MDAD.

The selected Proposer shall include a list of equipment to be used, with cut sheets with clearly marked dimensions of all equipment to be used. Also, the successful Proposer shall provide a detailed acceptance test plan to include preliminary acceptance testing of all hardware and software components. Preliminary acceptance testing will take place on-site at MIA as directed by MDAD. Final acceptance cannot occur until all failures or “unaccepted items” from the preliminary testing have been resolved and approved by MDAD and CBP. The successful Proposer must provide a report (checklist) for all kiosk hardware, software, installation, implementation, configuration, training components if an acceptable form.

Proposers should provide a detailed description of their approach and methodology to providing the APC Kiosks and all implementation services along with the associated project timeline for each phase in Item No. 18 of the Proposer Information Section based on the following schedule:

- Phase I: 36 APC Kiosks – Initial purchase
- Phase II: 36 APC Kiosks – Twelve (12) to Eighteen (18) months after initial purchase
- Phase III: 36 APC Kiosks – Twenty four (24) to Thirty (30) months after phase II
- Phase IV: 36 APC Kiosks – Twelve (12) months after Phase III

**2.7 Maintenance and Support Services**

The selected Proposer shall provide all maintenance support services for the APC Kiosks, including all hardware and software, throughout the term of the contract, including any optional renewal periods. At a minimum, maintenance services shall include updates and upgrades to the APC Kiosks to maintain compatibility with current and future CBP requirements affecting only the Phases delivered at the award of this contract. Maintenance Services on the software shall include corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. All environments, production and non-production, including testing and staging shall also be covered under Maintenance Services. Maintenance Services may be provided via Remote Services using virtual private network (VPN) access. Maintenance Services for the equipment/device component shall include preventative maintenance to combat normal wear and tear from general usage to maintain proper operations. Such preventative maintenance shall include cleaning, inspection, and recalibration of the equipment/devices, at a minimum. The successful Proposer shall be responsible for all minor repairs inclusive within the maintenance and support services. Proposers should provide a detailed description of maintenance services to be provided in Item No. 16 of the Proposer Information Section.

**2.7.1 On-site Inventory of Consumables and Replacement Parts**

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The selected Proposer shall provide all consumables and supplies for the Kiosks and associated equipment throughout the term of contract. All consumables and supplies from the selected Proposer must be able to fit and function as required in the kiosks provided by the Proposer.

Consumables shall include but not be limited to:

- APC thermal receipt printer paper. Estimated quantities for the initial term are 60,500 rolls. Silicone membrane Glass Cleaner
- Silicone Membrane

The successful Proposer shall provide a minimum of three (3) months of consumables prior to final acceptance being issued to provide an initial baseline for usage and to establish re-ordering guidelines.

The successful Proposer shall propose a list of replacement parts to MDAD and then after approval from MDAD maintain a minimum of 10% replacement parts for the Kiosks to be housed on-site at the Airport for the completion of immediate repairs. Replacement parts costs shall be inclusive within the annual Maintenance and Support payment.

**2.8 Technical Support Services**

The selected Proposer shall be responsible for providing on-site and on-call technical support services to ensure optimal performance of the proposed Kiosks, including all components. This should include remote diagnostic tools to detect and correct application errors in the software component. All alerts or error notifications shall be sent to the MDAD IT Helpdesk. A Helpdesk representative will open a ticket and contact the vendor. The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=First Level Support*	Serviced by the onsite maintenance provider and shall investigate the reported error and make best efforts to correct the problem.	Ten 10 Minutes	2 hours	Fifteen (15) Minutes
2=Second Level Support	Proposer shall dispatch additional technical support to assist the on-site service provider.	Fifteen (15) Minutes	Six (6) Hours	Two (2) Hours
3=Third Level Support	Combines the Manager, Proposer's Director, MDAD IS&T Manager, Terminal Manager and Proposers	One (1) Hour	Forty Eight (48) Hours	Four (4) Hours

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	Technical Support staff and higher level staff within MDAD. Primary focus is to resolve the problem by committing all available resources.			
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\*In the event that the on-site maintenance provider is unable to correct the problem in a reasonable timeframe (not to exceed 2 hours) or the problem is outside the scope of the work defined herein, the vendor shall immediately contact the appropriate off-site support technicians to escalate the problem to the next level of support.. The Proposer's on-site technical manager must monitor all calls for compliance with stated times and to arrange further support in a timely manner if necessary.

**2.9 Warranty shall be one year from date of acceptance**

**A. Type of Warranty Coverage Required**

In addition to all other warranties that may be supplied by the bidder, the bidder shall warrant its products and/or service against faulty labor and/or defective material, for a minimum period of one (1) year after the date of acceptance of the labor, materials and/or equipment by the County. This warranty requirement shall remain in force for the full one (1) year period; regardless of whether the bidder is under contract with the County at the time of defect. Any payment by the County on behalf of the goods or services received from the bidder does not constitute a waiver of these warranty provisions.

**B. Correcting Defects Covered Under Warranty**

The bidder shall be responsible for promptly correcting any deficiency, at no cost to the County, within five (5) calendar days after the County notifies the bidder of such deficiency in writing. If the bidder fails to honor the warranty and/or fails to correct or replace the defective work or items within the period specified, the County may, at its discretion, notify the bidder, in writing, that the bidder may be debarred as a County bidder and/or subject to contractual default if the corrections or replacements are not completed to the satisfaction of the County within ten (10) calendar days of receipt of the notice. If the bidder fails to satisfy the warranty within the period specified in the notice, the County may (a) place the bidder in default of its contract, and/or (b) procure the products or services from another vendor and charge the bidder for any additional costs that are incurred by the County for this work or items; either through a credit memorandum or through invoicing.

**2.10 Training**

The successful Proposer shall provide system administration, user, kiosk diagnostics repair, and maintenance training to designated MDAD staff, CBP staff and other MDAD contracted system support staff. Training shall be on-site at MIA for up to fifteen (15) users and be coordinated with approved dates/time by MDAD. All training must be completed prior to Final Acceptance of each phase of APC Kiosks installed at MIA. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation. Proposers should provide a detailed description of the training services to be provided in Item No 20 of the Proposer Information Section.

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The successful Proposer shall provide MDAD with a minimum of six (6) hard copies (sets) and one reproducible DVD. Manuals and documentation should include detailed instructions on the use, administrative, repair, and maintenance functions covering the kiosks, Kiosk and KMS software, peripherals, and related components.

**2.11 Software Escrow**

The selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed APC Kiosk at the time of Final Acceptance as well as subsequent updates throughout the life of the contract, including any extensions or renewals thereof. Proposers should provide a detailed description of escrow services and a copy of an existing sample escrow agreement in response to Item No. 25 of the Proposer Information Section. Software escrow shall be provided by the selected Proposer and pricing for software escrow fees shall be listed on the Form B-1 Price Schedule and will be paid to the selected Proposer. No third party invoicing shall be allowed.

**14.2 Site Security Requirements**

The successful Proposer must provide local U.S. Customs and Border Protection (CBP) officials with required information for all vendor personnel that will on-site for background checks before access to CBP areas will be granted. This information must be submitted at least one month before installation work is scheduled to begin. Proposers must comply with the “Requirements to conduct business with CBP” per attachment No. 4 of the solicitation. MDAD will not provide escorts or escorting services.